WORK FORCE SUBCOMMITTEE

Recommendations to the Community Living Advisory Group

MISSION:

"To build and support a robust long-term services and supports workforce that is responsive, sustainable, valued and trained. The workforce will support the dignity, choice and autonomy of individuals with disabilities and older adults"

WORK FORCE DEFINITIONS

Direct Support Professionals and Caregivers

- Persons who provide long-term services and supports that include various duties, and who work under titles including but not limited to certified nursing assistants, home health aides, personal care aides, caregivers, respite providers, family and unpaid caregivers
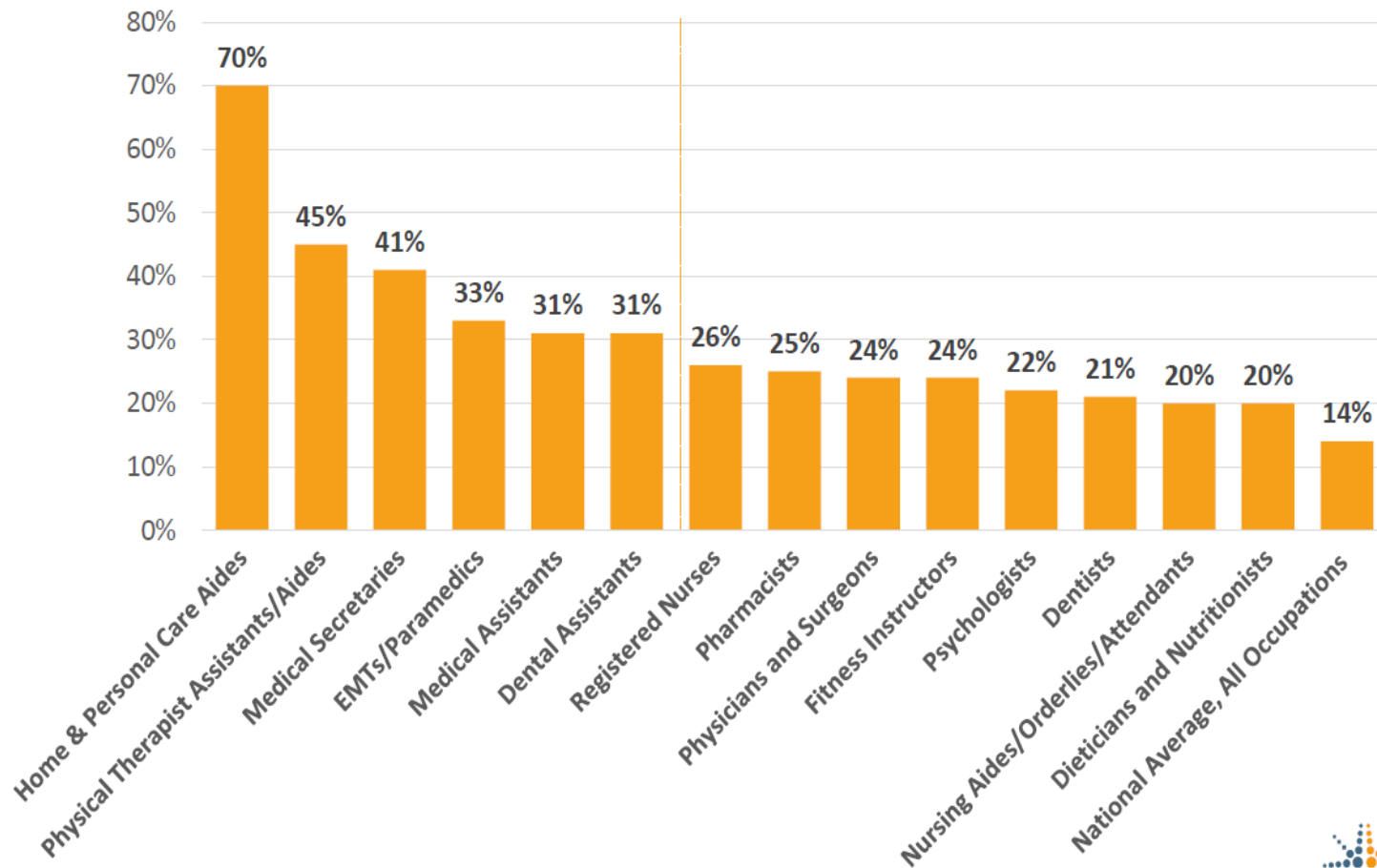
Service Populations

- Anyone who needs long-term services and supports including people living with disabilities and older adults

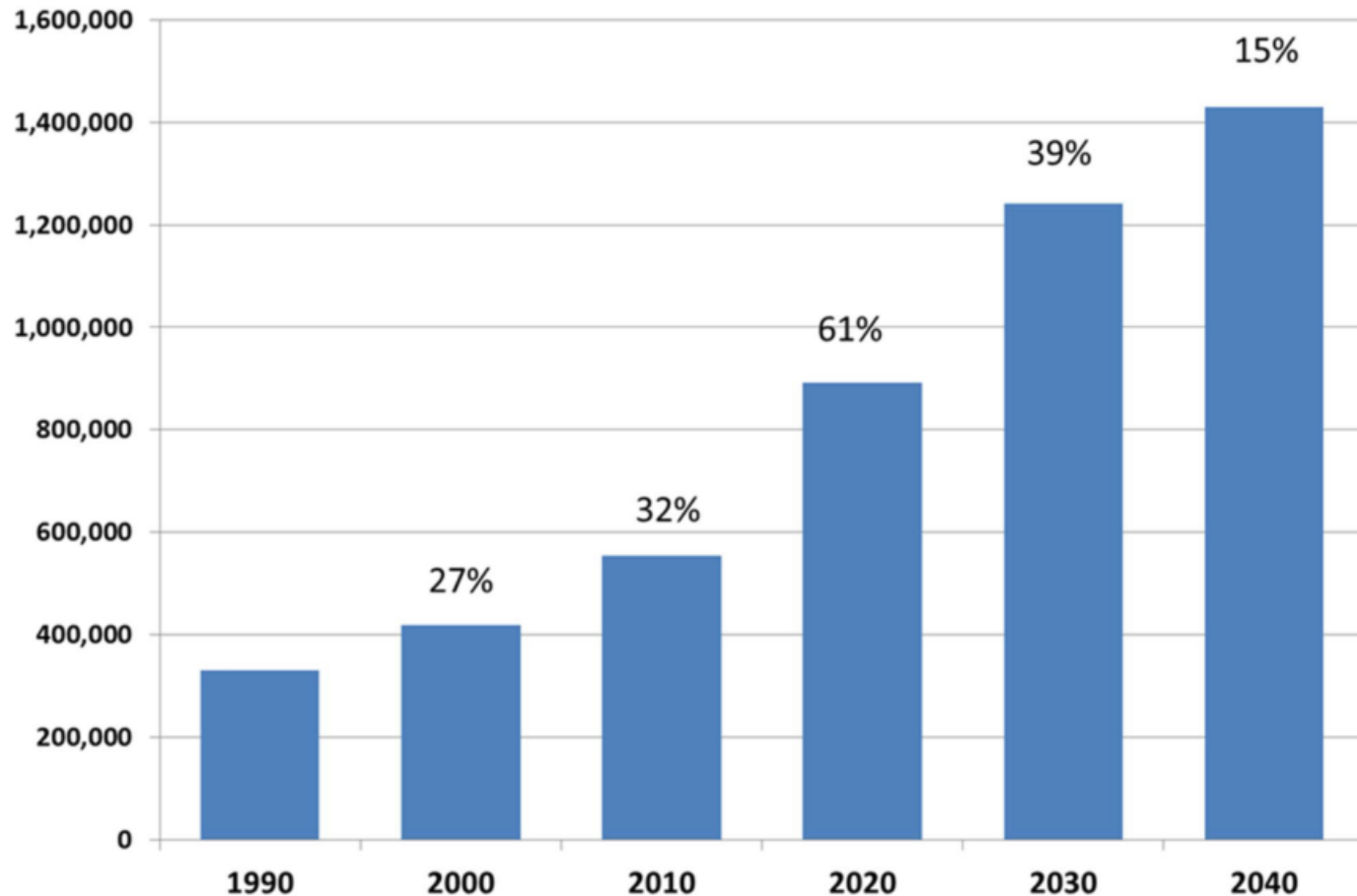# Projected Job Growth Nationwide, 2010-2020

Source: Bureau of Labor Statistics Occupational Handbook

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COLORADO PROJECTIONS FOR 65+ POPULATION

Forecast for the Population 65+ in Colorado

Source: Census and State Demography Office

Colorado 65+ Population Characteristics

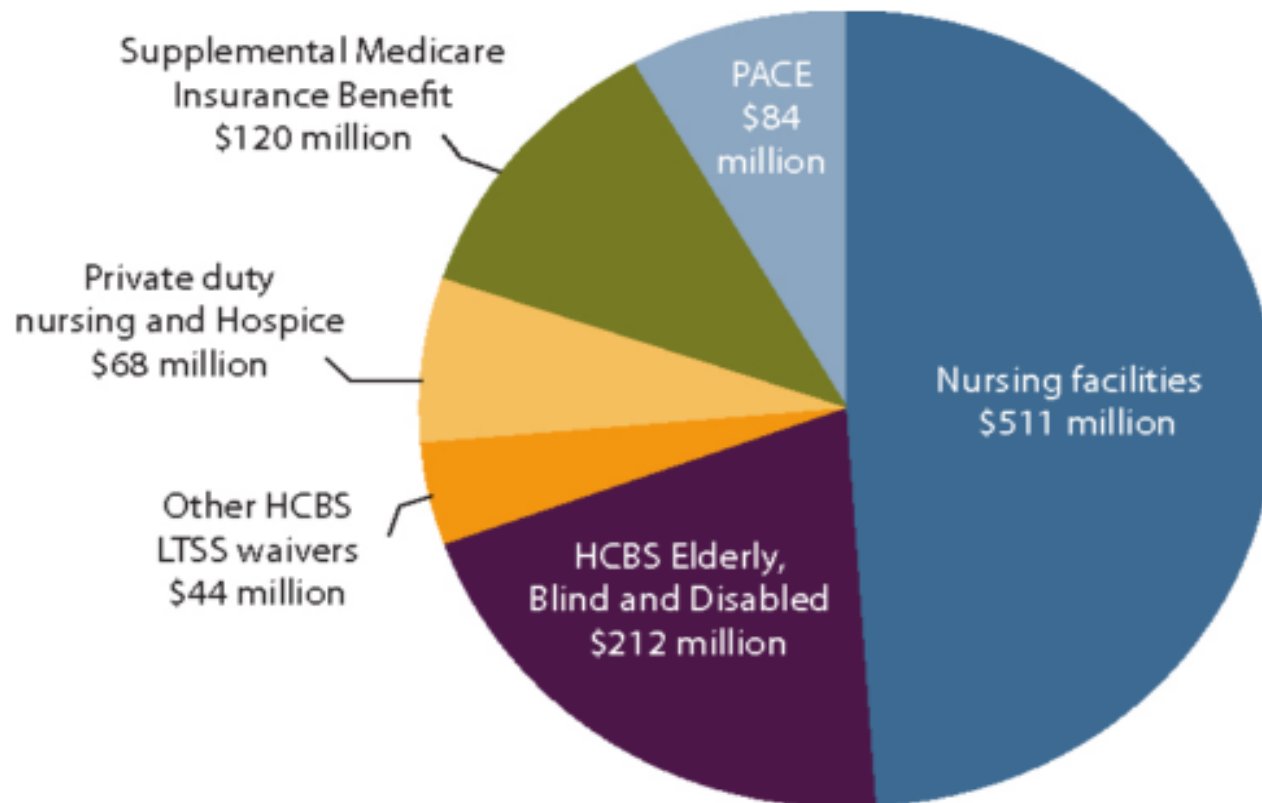| Population characteristics	
Individuals ages 75+ living alone	34%
Bachelor-level education or higher, ages 65+	27%
Median household income, ages 65+	$36,759
At or below federal poverty level (FPL), ages 65+	8.5%
At or below 200% of FPL, ages 65+	28%
Women ages 75+ at or below FPL	13%
Disability rates, ages 65 and older	
Sensory disability	16%
Physical disability	26%
Mobility disability	15%
Self-care disability	9%
Cognitive/mental disability	10%
One or more disabilities	37%

SOURCE: AARP Public Policy Institute, Long-Term Care Profile of Colorado[vi]
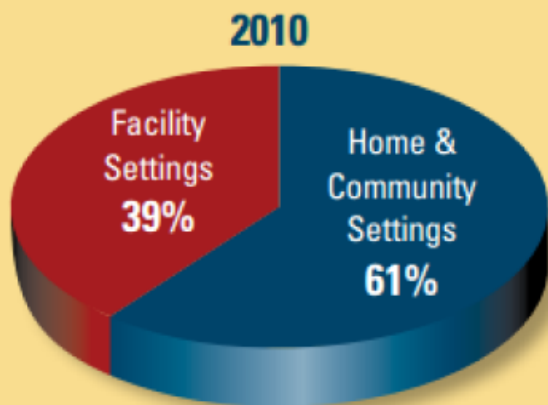
Colorado's General Fund: Medicaid and LTSS

Colorado Medicaid LTSS Expenditures FY 2010-11


Supplemental Medicare Insurance Benefit $120 million

Private duty nursing and Hospice $68 million

Other HCBS LTSS waivers $44 million

PACE $84 million

Nursing facilities $511 million

HCBS Elderly, Blind and Disabled $212 million

Shift Toward Home and Community-Based Care

Where Direct-Care Workers Worked

2010

Facility Settings 39%

Home & Community Settings 61%

Where Direct-Care Workers Will Work
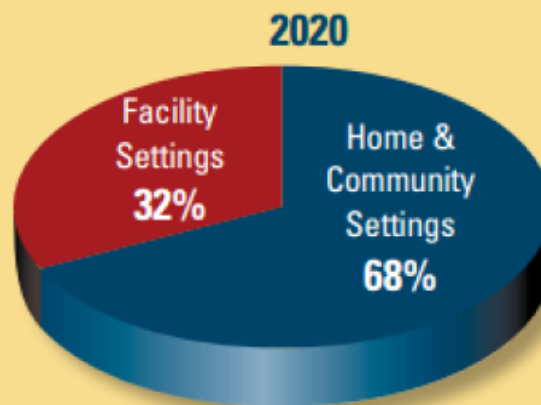
2020

Facility Settings 32%

Home & Community Settings 68%

Colorado's Most Common Health and Wellness Jobs

Occupation	Percentage of Total Industry Jobs	Median Hourly Earnings
Registered Nurses	10.3%	$32.26
Home Health Aides	5.5%	$10.56
Nursing Aides, Orderlies, and Attendants	5.4%	$12.81
Personal Care Aides	5.1%	$9.39
Receptionists and Information Clerks	2.8%	$13.69
Medical Assistants	2.4%	$15.46
Clinical, Counseling, and School Psychologists	2.3%	$29.17
Medical Secretaries	2.1%	$15.81
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	2.0%	$16.14
Dental Assistants	1.9%	$18.12

SOURCE: Colorado Department of Labor and Employment, 2012

Work Force Subcommittee

RECOMMENDATION 1:

DEVELOP A CORE COMPETENCY WORK-FORCE TRAINING OPPORTUNITY FOR LONG-TERM SERVICES AND SUPPORT WORKERS.

Strategies for Implementation

Develop Person Centered Core Training with Consumer Groups and Existing Best Practice Direct Care Staff Training Modules

Topics could include:

- Home and Community Based versus Facility Based Care Concepts
- Person-Centered Planning
- Supporting Choice

Work Force Subcommittee

RECOMMENDATION 2:

DEVELOP AND IMPLEMENT **SPECIALIZED** TRAININGS BASED ON CRITICAL WORKFORCE SERVICE AREAS.

STRATEGIES FOR IMPLEMENTATION

Identify SPECIALIZED content to develop specific training modules. Explore existing training curricula. Work with consumers on creation and delivery of specialized training contents.

Topics could include:

- **Working with people with dementia**
- **Providing Behavioral Supports**
- **Consumer Directed Service Delivery**
- **Respite Care**

RECOMMENDATION 3:
DEVELOP RECRUITMENT AND RETENTION STRATEGIES THAT EXPAND THE WORK FORCE, PROMOTE CAREER OPPORTUNITIES, AND INCREASE SERVICE QUALITY AND IMPROVED PAY

Strategies for Implementation

Develop financing options and look at current financial opportunities/challenges

Including:

- **Collect data on barriers to long-term employment**
- **Explore legislative, regulatory, policy and procedural barriers that negatively affect retention and training of direct care workforce**
- **Stay current on Department of Labor changes such as overtime and companion rules**
- **Explore Debt Relief Offset Program**
- **Provide incentives for serving underserved areas, rural, behavioral health**
- **Develop training by and support for unpaid caregivers**

RECOMMENDATION 4: IMPLEMENT AN EVALUATION STRATEGY TO GAUGE CLIENT SATISFACTION AND PERCEIVED EFFECTIVENESS OF COMMUNITY-BASED SERVICES

STRATEGIES FOR IMPLEMENTATION

Identify common service areas that could be evaluated from the consumer perspective, by the consumer

Develop basic data collection tools to assess satisfaction and effectiveness from the consumer perspective

Data collected to be shared with stakeholders for ongoing assessment and improvement of service delivery

Recommendation 5:

Provide Respite Care for Caregivers

STRATEGIES FOR IMPLEMENTATION:

Provide Respite Caregiver Trainings

Expand availability of respite

Remove barriers to providing respite

Expand definition of respite (i.e. the "bed and breakfast" model in Mental Health)

Provide benefits such as vacation/holiday for direct workforce

Recommendation 6:

Develop a marketing campaign about the value/professionalism of the direct care professional , changing the perception from one of service to a Valuable job and Viable career.

STRATEGIES FOR IMPLEMENTATION

Caregivers And Direct Care Providers Create A Public Relations And Outreach Campaign

Provide Resources For Obtaining Certification, Training And Advancement In Direct Care Professions

Use Story Telling To Convey Importance From Consumer Perspective

MEASUREABLE OUTCOMES FOR THE WORKFORCE SUB COMMITTEE MISSION

- A Core Services Training Is Developed And Implemented
- An Advanced Training Program With Specialty Modules Is Developed And Implemented
- The Number Of Individuals Trained In Core And Specialized Training Efforts Increases Annually
- The Workforce Demonstrates An Increasing Capacity To Serve People Who Receive Long Term Care Services And Supports Including Behavioral And Behavioral Health Supports
- The Overall Workforce Grows To Meet The Needs Of People Who Receive Long Term Care Services And Supports Through Targeted Recruitment And Retention Efforts
- Consumers Report Increasing Satisfaction And Perceived Effectiveness Of Services